

Bike and Rider Insurance

Insurance Product Information Document

Pedalsure.

Company: Dukes House Insurance Limited

Product: Bike Insurance

Your policy is arranged by PedalSure No. 2 Limited (Firm Reference No 844669) with Dukes House Insurance Company Guernsey Limited. PedalSure No. 2 Limited is an appointed representative of Independent Broking Solutions Limited which is authorised by the Financial Conduct Authority (firm reference no.312026). Dukes House Insurance Company Guernsey Limited is a company registered in the Bailiwick of Guernsey under the Companies (Guernsey) Law

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

What is this type of Insurance?

This policy is suitable for cyclists who commute, ride for leisure, and take part in cycling events or races in the UK and abroad.



What is insured?

- ✓ Our policy covers loss or damage up to the declared value of your bike within the Territorial limits.
- ✓ Our policy covers replacement bike hire whilst you are awaiting repair or replacement of your bike following a covered claim.
- ✓ Our policy provides benefits up to the limit selected for accessories fitted to the bike, personal possessions and bike boxes which are lost or damaged at the same time as the bike.



What is not insured?

- ✗ Any bike not shown on the schedule.
- ✗ Theft from your home unless the bike is secured through the frame to an immovable object by an approved lock, or is stolen from the transition area of an organised triathlon you are competing in.
- ✗ Unexplained loss, disappearance or abandonment of your bike or property.
- ✗ Any item for which proof of ownership or expenditure has not been provided.
- ✗ Any tyres, removable parts, accessories or personal possessions unless the bike suffers damage at the same time.
- ✗ Any loss or damage when the bike is hired or loaned out by you including to members of your family.
- ✗ Any claim or loss arising out of the use of your bike for business (excluding commuting to and from work) or for professional racing.
- ✗ Scratching, denting, or any cosmetic damage which does not impair the function or performance of the bike.
- ✗ Competition use unless the required premium has been paid and cover is shown on your Schedule.
- ✗ Loss or damage to valuables and money.
- ✗ Epedes, ipeds and bikes of a similar moped like appearance.
- ✗ Any loss occurring outside the Territorial limits.
- ✗ The excess shown in your Schedule.
- ✗ Any person who resides in the Channel Islands



Are there any restrictions on cover?

- ! Endorsements may apply to your policy and these will be shown in your policy documents.
- ! If a claim is made which you or anyone acting on your behalf knows to be fraudulent, exaggerated, or provides false or stolen documents to support a claim we will not pay the claim and cover under the insurance will end.



Where am I covered?

- ✓ Anywhere in the United Kingdom, Channel Islands or Isle of Man
 - ✓ Worldwide, (Excluding the United States of America and Canada) for up to 30 days during any one Period of Insurance, provided **you** have paid the required Premium and the cover is shown on Your Schedule.
- or
- ✓ Worldwide, (Excluding the United States of America and Canada) for up to 60 days during any one Period of Insurance, provided you have paid the required Premium and the cover is shown on Your Schedule.



What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid. You must follow our claims process which can be found in your policy documentation



When and how do I pay?

The insurance premium will be paid at the inception of the policy through the online payment process, except where monthly instalments has been selected when the premium will be debited from the designated account in 12 monthly payments.



When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



How do I cancel the contract?

Inform us in writing or by email within 14 days of issue. On the condition that no claims have been made or are pending, we will refund your premium less an administration fee of up to £20.00 to reflect the costs of arranging and cancelling the policy.

You may cancel the policy at any time by informing us in writing or by email. On the condition that no claims have been made or are pending, we will refund that part of the premium which applies to the remaining period of insurance, less an administration fee of up to £20.00 to reflect the costs of arranging and cancelling the policy.

Important Information

COMPLAINTS

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you can call, email or write to us;

Complaints regarding the SALE OF THE POLICY

Please contact PedalSure No. 2 Limited – Independent Broking Solutions Limited directly.
150 Minories, London EC3N 1LS
Tel: 0207 347 5678
Email: complaints@pedalsure.com

Complaints regarding CLAIMS

Please contact PedalSure No. 2 Limited – Independent Broking Solutions Limited directly.
150 Minories, London EC3N 1LS
Tel: 0207 347 5678
Email: claimscomplaints@pedalsure.com

If they are unable to resolve your complaint before the end of the third working day they will pass it to:

Customer Relations Department
Dukes House Insurance Company Guernsey Limited, PO Box 155, Mill Court, La Charroterie, St Peter Port, Guernsey, GY1 4ET
Email: cservice@pedalsure.com

On all correspondence please tell us you are insured by Dukes House Insurance Limited and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your query as quickly as possible.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of up to €2million and fewer than ten employees. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower, London E14 9SR
Tel: 0800 023 4 567 or 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk

You may also make an appeal to Channel Islands Financial Ombudsman Commission using the below link:

www.ci-fo.org

or contact them at:

Channel Islands Financial Ombudsman (CIFO)
P O Box 114
Jersey, Channel Islands
JE4 9QG
Tel: +44 (0) 1481 722218

The above complaints procedures are in addition to your statutory rights as a consumer.